NH FIRST Phase 2

Black Diamond Guide

Streamlined

◆◆

A Guide to Expediting Agency Readiness and Business Process Understanding
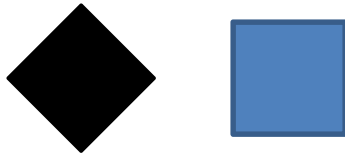
Human Resources & Payroll Processes

Table of Contents
Human Resource Functions

Introduction

Black Diamond Guide

As a nod to New Hampshire's rich alpine ski history, we have used the Black Diamond and Blue Square to highlight where administrators, managers and employees need to take action.

What is it?

The NH FIRST Black Diamond Guide is designed to provide administrators at state agencies with information on the business processes to be implemented via the NH FIRST project.

How do we use it?

The Black Diamond Guide uses simplified process maps to illustrate the step by step sequence of actions need to accomplish each business process.

- •The Black Diamond symbol is used to highlight where a manager or administrator needs to Approve or Reject items in process.

- •The Blue Square is used to highlight where an employee, manager, or administrator needs to Input data to initiate or complete items in process.

Who should use it?

This guide is written specifically to highlight where agency employees, managers, HR administrators, and payroll administrators will need to use NH FIRST directly to execute certain business processes. The worksheets contained in this guide are designed to help agency implementation leaders consider any changes presented by the NH FIRST process and plan for internal adoption of the new process. The worksheets also include a list of all the Black Diamonds and Blue Squares in a given process to help agency implementation leaders identify who from their respective agency will need to be prepared to use NH FIRST.

System Glossary

- **NH FIRST Phase 2**
  - The State of new Hampshire's name for the implementation project and the Lawson ERP system including Personnel, Human Resources, Recruiting, Benefits, Time & Leave Administration, and Payroll to replace New Hampshire's Government Human Resources System (GHRS) which has been in service for over twenty years.

- **Employee Space, Manager Space, Recruiter Space, Generalist Space, Administrator Space**
  - Space refers to places in the NH FIRST system personnel and payroll actions and look ups can be done by individual users based on access granted by defined security roles.

- **Employee Self Service**
  - Inquire on pay, change W-4 elections, view current benefits enrollment, open enrollment.

- **Candidate Space**
  - Online recruitment tool used by agency managers, HR administrators, and the Division of Personnel to post position opportunities and used by internal and external candidates to submit applications for employment.

- **Disposition**
  - Action taken to end the application process when a candidate is deemed not to meet qualification or is otherwise not selected for the job posting

- **In Basket**
  - The screen in NH FIRST where item requiring attention are displayed in a queue from which an authorized user can open individual transactions. The In Basket is located on the home screen of NH FIRST.

- **Forms**
  - NH FIRST screens used to input certain HR and payroll transactions are keyed in. Ex: HR11, PR14.

- **Email Alert**
  - NH FIRST generated emails to individual or group email boxes based on specific conditions such as a new transaction submitted for approval, a rejected transaction or a change in status.

GHRS to NH FIRST/Lawson Terminology

GHRS	NH FIRST (LTM) Data Element	NH FIRST (S3) Data Element	DESCRIPTION
State	Organization	Company	The highest organizational level in Lawson S3 and GHR
Division	Organization Unit	Department	An organizational sub-unit associated with a Process Level in S3.
Class Code	Job/Short Description	Job Code	Example: 5029-31 (GHRS) 502931 (NHFirst)
Supplemental Job Description	Position Short Description	Position Code	(Position #) Example: 40200
Pay Period	Payment Schedule	Payment Plan	Sets up the payroll begin/end dates, non exempt rules
Labor Grade	Grade	Grade	
Wage Schedule/Pay Policy	Schedule	Schedule	Example: A000 (37.5 Hour) A130 (40 Hour)
Agency	Organization Unit	Process Level	State Agency/Branch 4-Digit Numeric 1400(DAS)
Occupational Code	Occupational Grouping		
Pay Event	n/a	Pay Code	Code used to input payroll items. NH FIRST Time management represents most. Example 100 = Regular Pay
Employee	Resource	Employee	
Leave Event CLEV/PLEV	n/a	Pay Code	Code used in payroll processing to decrement/use leave plan balances. Time Management represents most. Lawson does not use pay codes to award accruals. The balances are update by leave plan settings.

Final Position Number Design

POSITION Type	CURRENT GHRS Position Number	NH FIRST Position Number
Classified – Permanent – Full Time	10192 – 5 digit numeric	10192 – 5 digit numeric (no change)
Unclassified – Full Time	9U002 – 5 digit "9U" prefix, 3 numbers	9U002 – 5 digit "9U" prefix, 3 numbers (no change)
Classified – Class 59 – Temporary – Full Time	9T123 – 5 digit "9T" prefix, 3 numbers **GHRS Number will be stored in the NH FIRST user Field PA02 with the Agency Prefix*	9T123… up to 12 digits "9T" prefix
Classified – Class 50 – Temporary – Partial FY/(Part-Time)	8T123 – 5 digit "8T" prefix, 3 numbers **GHRS Number will be stored in the NH FIRST user Field PA02 with the Agency Prefix*	8T123… up to 12 digits "8T" prefix
Part-Time (Temporary & Classified) Class 50	9TEMP (presently "shared" position number)	TMPPT1000… up to 12 digits "TMPPT" prefix *All PT positions will have a unique Position Number*
Full-Time (Temporary & Classified)		TMPFT1000… up to 12 digits "TMPFT" prefix Full Time Less Than 6 Months – Not Benefits Eligible *All FT positions will have a unique Position Number*
Seasonal – Full Time	9SEAS (presently "shared" position number)	SNL1000… up to 12 digits "SNL" prefix
Judicial Branch – Non-Classified	9CORT (presently "shared" position number)	NONCCT1000… up to 12 digits "NONCCT" prefix *(potentially a shared single number)*
Executive Branch – Non-Classified	9NONC (presently "shared" position number)	NONCEX1000… up to 12 digits "NONCEX" prefix
Legislative Branch Staff – Non-Classified		NONCLG1000… up to 12 digits "NONCLG" prefix
Legislative Branch House Members – Non-Classified		NONCLGH100… up to 12 digits "NONCLGH" prefix
Legislative Branch Senate Members – Non-Classified		NONCLGS100… up to 12 digits "NONCLGS" prefix
SAGs (Statutory Authorized Group)	9NONC or no positions	NONC9999

Example Diagram

Blue Squares highlight steps requiring data input in NH FIRST

Black Diamonds represent steps that require approval in NH FIRST

Email Alert

The vertical red dotted lines represent transition between the functional areas of responsibility.

White steps describe manual processes completed outside of NH FIRST

Offline Decision Description

A Green step, action required via NH FIRST Screens

B Online Decision Description

Agency

C Green step, action required via NH FIRST Screens

BOA

NH FIRST automated system step not requiring input by a user.
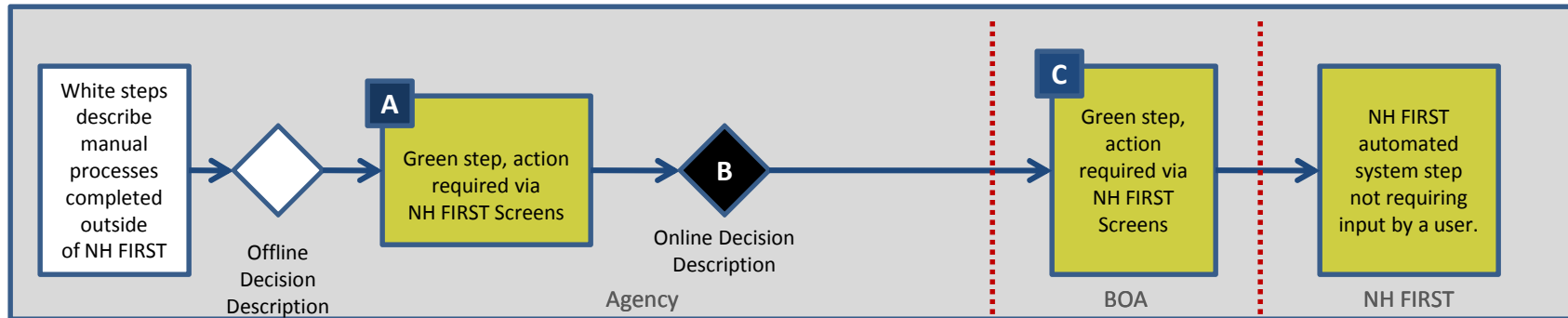
NH FIRST

Labels in the gray areas above or below the process map indicate the functional area where the process steps occur.

NH FIRST Business Process Worksheet	
Some questions pertaining to the specific function and/or specific business process will appear at the top of each worksheet. The worksheets are design for agencies to generate your own questions in preparing for the changes.	

NH FIRST Role Call	Who performs this step today?	Who will need to prepare to perform this step in NH FIRST?
A In this example A represents the person at the agency who initiates the business process in NH FIRST		
B In this example B represents the person at the agency who approves or rejects the transaction in NH FIRST		
C In this example C represents a user at DAS bureau of Accounts who receives the approved transaction from the agency and must take action		

Recruitment Process page 1

A — Manager submits request for replacement /New job requisition in Manager Space

B — Agency HR approval

DOP analyzes request, consults RIF list

C — Agency HR creates posting in Generalist Space and posts internally. Job requisition is posted in Employee Space for SONH for 5 days of time based on Agency position.

D — Candidate applies for job in Employee Space. Completes application, answers questions

E (decision)

Y → **F** — Agency HR selects candidate for interview and/or testing based on job requirements → **B**

N → **G** — Agency HR Reviews application and dispositions candidate (s) → Internal posting reaches end date → Agency HR submits request to DOP to post position externally → DOP Recruiter Admin approval → Go To **A**

Lanes: Agency | DOP | Agency | DOP

A → DOP analyzes register for 1 years worth of applicants

(decision)
Y → DOP finds candidate through register. Selects candidate. Sends to Agency for review. Agency HR contacts candidate and asks candidate to register in candidate space

H — DOP attaches candidate to the requisition → **B** (Go To)

N → (loop back)

I — If position NOT filled through register, DOP posts externally via Recruiter Space to Candidate Space

J — Candidate applies for job in Candidate Space, completes application, answers questions

K (decision): Minimum Qualifications met?
Y → **B** (Go To)
N → **L** — Agency HR Reviews application and dispositions candidate → End

Lanes: DOP | Agency/DOP | Candidate | Agency

Key:

- ▮ (dark blue) Requires input in NH FIRST
- ▮ (yellow/green) Online step in NH FIRST
- ◆ (black) Requires online approval in NH FIRST
- ◇ (white diamond) Offline manual approval process outside of NH FIRST
- ▢ (white box) Offline manual or hard copy process outside of NH FIRST

DRAFT – Subject to Change

8

Recruitment Process page 2

B

M — Generalist moves candidate to "Screen" This will auto generate an email to DOP Recruitment to either schedule an exam and/or provide structured interview questions

N — If testing is needed. DOP Recruiter assigns exam.

O — DOP contacts candidate and schedules exam time and place in Recruiter Space

P — If structured Interview needed. DOP Recruiter attaches structured invert view questions to requisition

Q — Choose "Send to Hiring Manager" action

R — Schedules Interview, notifies candidate

Candidate receives notification via email. Physically arrives at DOP to take exam

Candidate arrives for Interview

C

Agency

DOP

Hiring Manager

Candidate

DOP PATH

C

S — Manager enters interview results in Manager Space.

T

Did candidate pass?

Y

N

U — Manager Moves passed candidate to "Qualify"

D

V — DOP enters testing results in Recruiter Space

Did candidate pass?

W

Y

N

X — Agency HR contacts candidate with results in Recruiter space

Z — Choose "Send to Hiring Manager" action

Y — Agency HR dispositions candidate

Hiring Manager

DOP

Agency

Recruitment Process page 3

A1 — Agency HR moves candidate to "Offer"

Agency HR sends offer letter to Candidate

Candidate Accepts offer

B1 — Agency HR moves candidate to "Onbording"

C1 — Agency HR moves candidate to "Hire"

See New Hire Process

D1 — Agency HR dispositions other candidates after selection is made

D

Agency

Worksheet: Recruitment Process

NH FIRST Business Process Worksheet	
How do managers initiate a request for recruitment today? How long does the process take?	How are rejections handled today? What is the process and how is it recorded?
Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and Reclassification input?	How will your program managers need to adjust their processes to use online forms?
Do you use paper forms for sign off today and can they be replaced by workflow tomorrow? Do you use 1 paper form today for multiple items or multiple signatures?	

NH FIRST Role Call	Who performs this step today?	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Agency Manager	
◆ (B) 1st Level Approval	Agency HR	
■ (C) Create Requisition	Agency HR	
■ (C1) Post Requisition	Agency HR	
◆ (D) 2nd Level Approval	DOP HR Administrator	
■ (E) Post Requisition	DOP	
■ (F) Application for Position	Candidate	
■ (G) Examination Process	DOP	

New Hire Process

Candidate accepts offer and becomes a New Hire. New Hire arrives on first day.

A — Agency HR/input hire action in Recruiter space

DOP Approval

B

Email alert to FDM

Email alert to DOIT

C — FDM set up NH FIRST Security access i.e. Time Management

DOIT set up email address, network security, phone service etc.

Email alert sent to supervisor. ESS is now available for entry.

Supervisor alerts employee that Employee Self Service is available

D — Employee enters ESS and updates personal tax elections, benefits elections, etc.

I-9 Process will continue to be manual per Federal regulations

HR Administrator reviews I-9 for completeness. Approves in HR Administrator Space . "Resource" – Employee in NH FIRST

** Standard employee security will be automatically established by FDM.
HR/Payroll roles will require the use of a Security request form.**

| Agency | DOP | FDM/DOIT | Agency Manager | Employee |

Key:
- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

Worksheet: New Hire Process

NH FIRST Business Process Worksheet	
The I-9 Process will remain the same as today. The process of W-4 tax election, and benefits enrollment will now be online and will not occur until the employee is set up in the SONH systems network. How will you prepare your managers to make sure they alert new hires that they have access to Employee Self Service?	Some Agencies will use the "On Boarding" process available in the Talent Management system. Does your agency currently allow set up of email address, network security, physical space prior to a new hire arriving?
Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and Manager input?	
How do you handle new hire "no shows"? Depending on your on boarding process they may require deletion from Time Management access.	

NH FIRST Role Call	Who performs this step today?	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Agency HR	
◆ (B) Online Approver	DOP	
■ (C) Technical/Physical set up	FDM/DOIT	
■ (D) Employee Self Service Entry	Employee	

Reclassify a Position

Employee submits request to Manager/HR or DOP to reclassify a filled or vacant position. Manager submits to HR

A HR Admin submits request in generalist Space to reclassify a filled /vacant position.

B Classification analyzes request in in-basket

No

Yes

G&C Approval

C Update request, and save as draft

DOP/Classifications prints paperwork out and delivers to budget office

D

Ready for recruitment process if vacant

Agency will need to initiate change pay step for employee.

Agency

DOP/Classifications

G&C

DOP/Classifications

Agency includes in attachment cover letter, existing/ proposed Position Description, existing and proposed Org Chart, If filled position requires a "Position Classification Questionnaire".

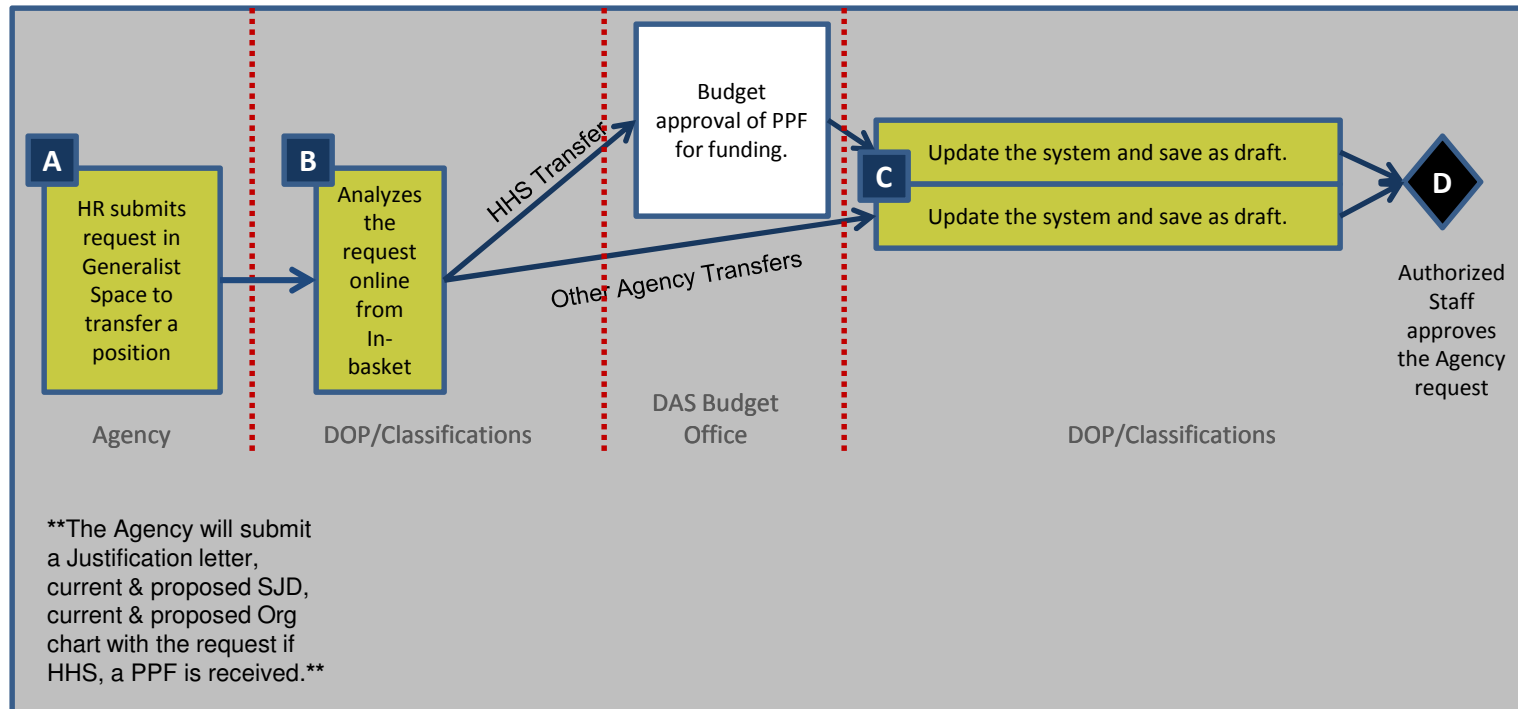**IF G&C is required, DOP prepares paperwork for G&C.**

Key:
- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

Worksheet: Reclassify a Position

NH FIRST Business Process Worksheet	
How do managers initiate a request for a reclassification today? How long does the process take? Who performs this task today?	How, and by whom is the cover letter, existing/ proposed Position Description, existing and proposed Org Chart created and sent with the request done today?
Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and Reclassification input?	How are rejections handled today? What is the process and how is it recorded?
How do you proactively identify potential classification issues? Do you use paper forms for sign off today and can they be replaced by workflow tomorrow? Do you use 1 paper form today for multiple items or multiple signatures?	How will your program managers need to adjust their processes to use online forms?

NH FIRST Role Call	Responsibility	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Agency HR/Employee/Manager	
■ (B) Analyze Request	DOP/Classification Analyst	
■ (C) Update Request	DOP/Classification Analyst	
◆ (D) Final Approval	DOP/Classification Manager	

Transfer a Position

A — HR submits request in Generalist Space to transfer a position

B — Analyzes the request online from In-basket

HHS Transfer → Budget approval of PPF for funding.

Other Agency Transfers →

C — Update the system and save as draft. / Update the system and save as draft.

D — Authorized Staff approves the Agency request

Agency

DOP/Classifications

DAS Budget Office

DOP/Classifications

The Agency will submit a Justification letter, current & proposed SJD, current & proposed Org chart with the request if HHS, a PPF is received.

Key:

- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
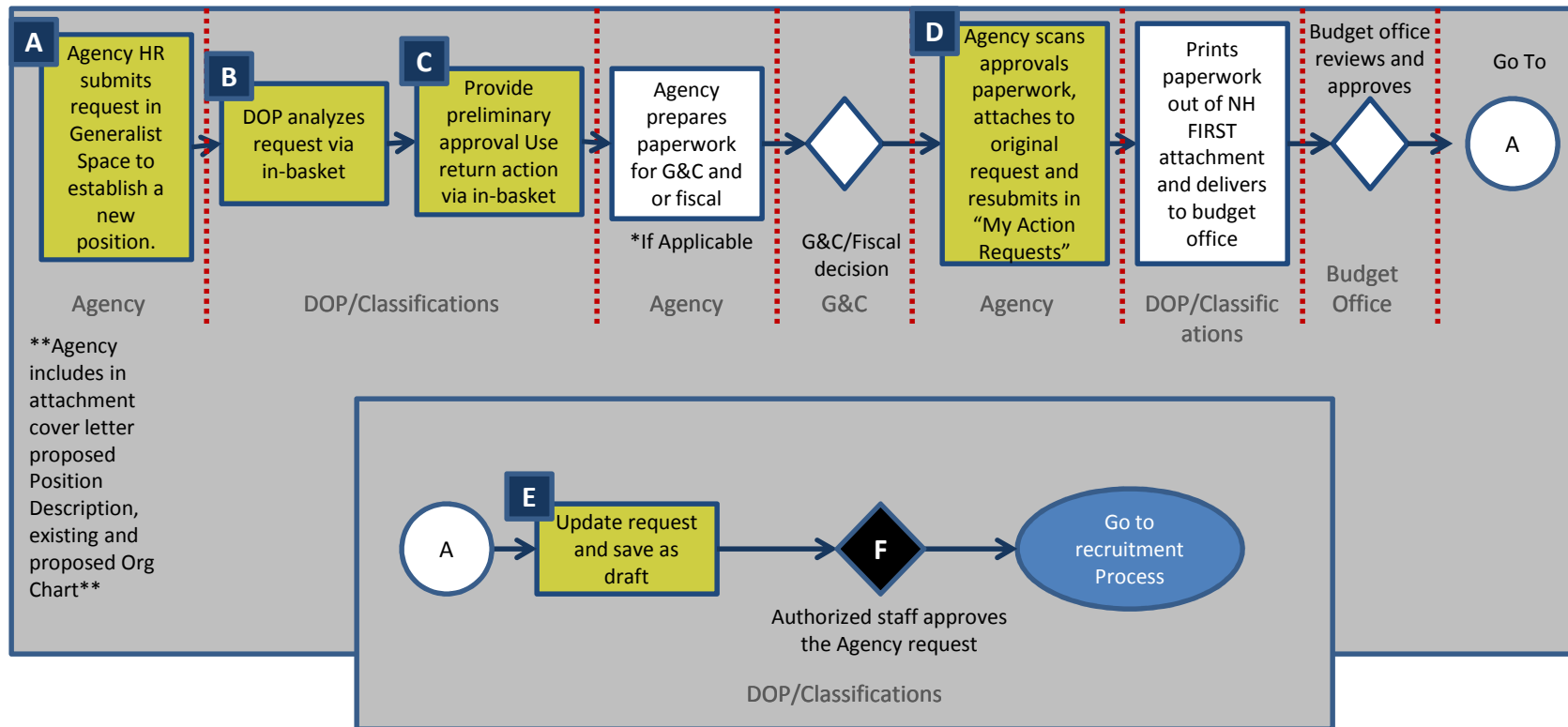- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

Worksheet: Transfer a Position

NH FIRST Business Process Worksheet	
How do managers initiate a request to transfer a position today? How long does the process take? Who performs this task today?	FOR HHS ONLY: How, and by whom, is the manual budget approval process for HHS done today at your agency?
Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and position input?	How, and by whom, is the justification letter created and sent today with the request? How, and by whom, is the new SJD created and sent today with the request? How, and by whom, is the old and the new organization chart created and sent today with the request? Are they all done manually or electronically?
Do you use paper forms for sign off today and can they be replaced by workflow tomorrow? Do you use one paper form today for multiple items or multiple signatures?	How are rejections handled today? What is the process and how is it recorded?
	How will your program managers need to adjust their processes to use online forms?

NH FIRST Role Call	Responsibility	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Agency HR	
■ (B) Analyze Request	DOP/Classification Analyst	
■ (C) Update Position Information	DOP/Classification Analyst	
◆ (D) 1st Level Approval	DOP/Classification Manager	

Establish a New Position

A — Agency HR submits request in Generalist Space to establish a new position.

Agency

B — DOP analyzes request via in-basket

DOP/Classifications

C — Provide preliminary approval Use return action via in-basket

Agency prepares paperwork for G&C and or fiscal

*If Applicable

Agency

G&C/Fiscal decision

G&C

D — Agency scans approvals paperwork, attaches to original request and resubmits in "My Action Requests"

Agency

Prints paperwork out of NH FIRST attachment and delivers to budget office

DOP/Classifications

Budget office reviews and approves

Budget Office

Go To — A

Agency includes in attachment cover letter proposed Position Description, existing and proposed Org Chart

A

E — Update request and save as draft

F — Authorized staff approves the Agency request

Go to recruitment Process

DOP/Classifications

Key:

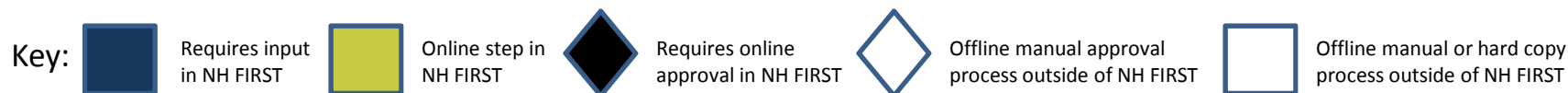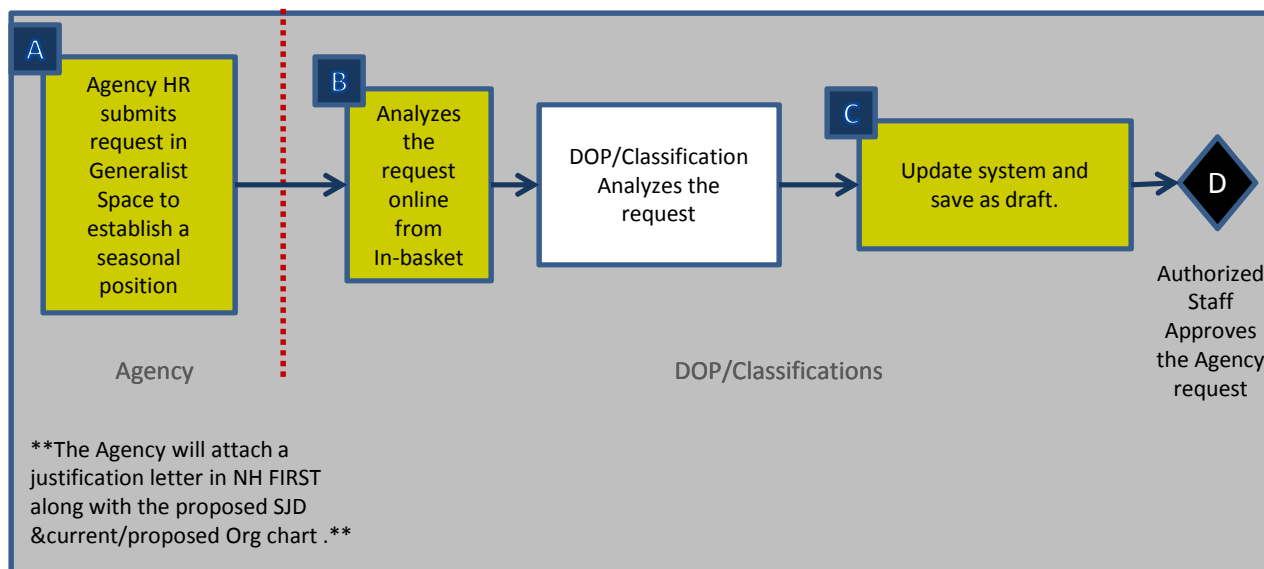|				
Requires input in NH FIRST	Online step in NH FIRST	Requires online approval in NH FIRST	Offline manual approval process outside of NH FIRST	Offline manual or hard copy process outside of NH FIRST

Worksheet: Establish a New Position

NH FIRST Business Process Worksheet	
How do managers initiate a request for a new position today? How long does the process take? Who performs this task today?	How, and by whom is the cover letter, existing/ proposed Position Description, existing and proposed Org Chart created and sent with the request done today?
Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and position input?	How are rejections handled today? What is the process and how is it recorded?
Do you use paper forms for sign off today and can they be replaced by workflow tomorrow? Do you use 1 paper form today for multiple items or multiple signatures?	How will your program managers need to adjust their processes to use online forms?

NH FIRST Role Call	Responsibility	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Agency HR	
■ (B) Analyze Request	DOP/Classifications	
■ (C) Provide Preliminary Approval	DOP/Classifications	
■ (D) Scan G&C paperwork	DOP	
■ (E) Prints paperwork for Budget office	DOP/Classifications	
◆ (F) 1st Level Approval	DOP	

Establish a Seasonal Position

A Agency HR submits request in Generalist Space to establish a seasonal position

B Analyzes the request online from In-basket

DOP/Classification Analyzes the request

C Update system and save as draft.

D Authorized Staff Approves the Agency request

Agency

DOP/Classifications

The Agency will attach a justification letter in NH FIRST along with the proposed SJD &current/proposed Org chart .

Key:

- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

Worksheet: Establish a Seasonal Position

NH FIRST Business Process Worksheet	
How do managers initiate a request for a new 9SEAS position today? How long does the process take? Who performs this task today?	How, and by whom, is the justification letter created and sent today with the request? How, and by whom, is the new SJD created and sent today with the request? How, and by whom, is the old and the new organization chart created and sent today with the request? Are they all done manually or electronically?
Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and position input?	How are rejections handled today? What is the process and how is it recorded?
Do you use paper forms for sign off today and can they be replaced by workflow tomorrow? Do you use 1 paper form today for multiple items or multiple signatures?	How will your program managers need to adjust their processes to use online forms?

NH FIRST Role Call	Responsibility	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Agency HR	
■ (B) Analyze Request	DOP/Classification Analyst	
■ (C) Generate Position Number	DOP/Classification Analyst	
◆ (D) 1st Level Approval	DOP	

Temporary Assignment Promotion/Demotion
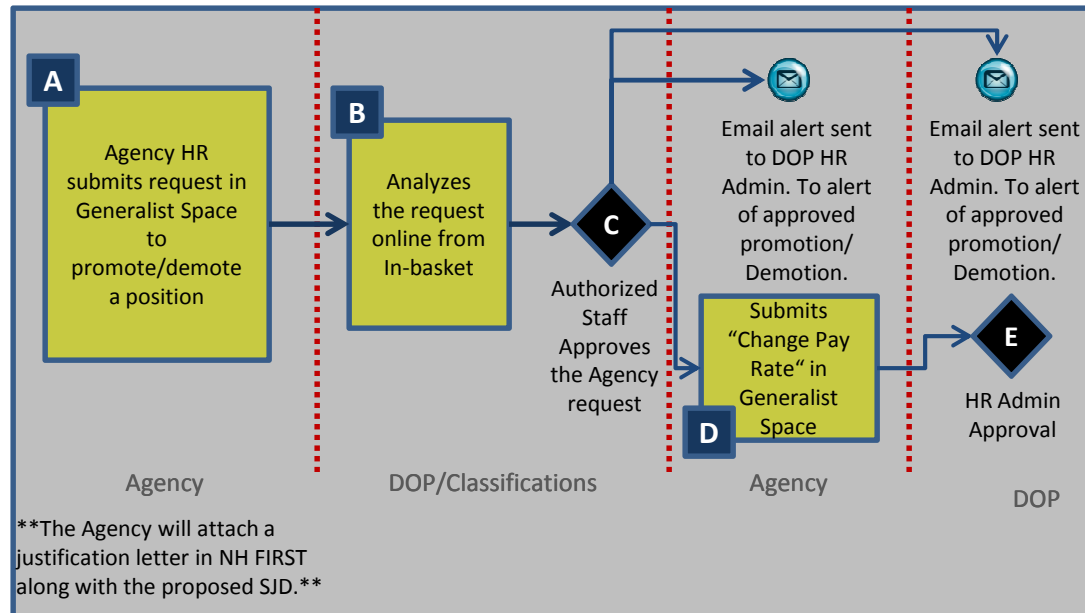
A — Agency HR submits request in Generalist Space to promote/demote a position

B — Analyzes the request online from In-basket

C — Authorized Staff Approves the Agency request

Email alert sent to DOP HR Admin. To alert of approved promotion/Demotion.

Email alert sent to DOP HR Admin. To alert of approved promotion/Demotion.

D — Submits "Change Pay Rate" in Generalist Space

E — HR Admin Approval

Agency

DOP/Classifications

Agency

DOP

The Agency will attach a justification letter in NH FIRST along with the proposed SJD.

Key:
- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
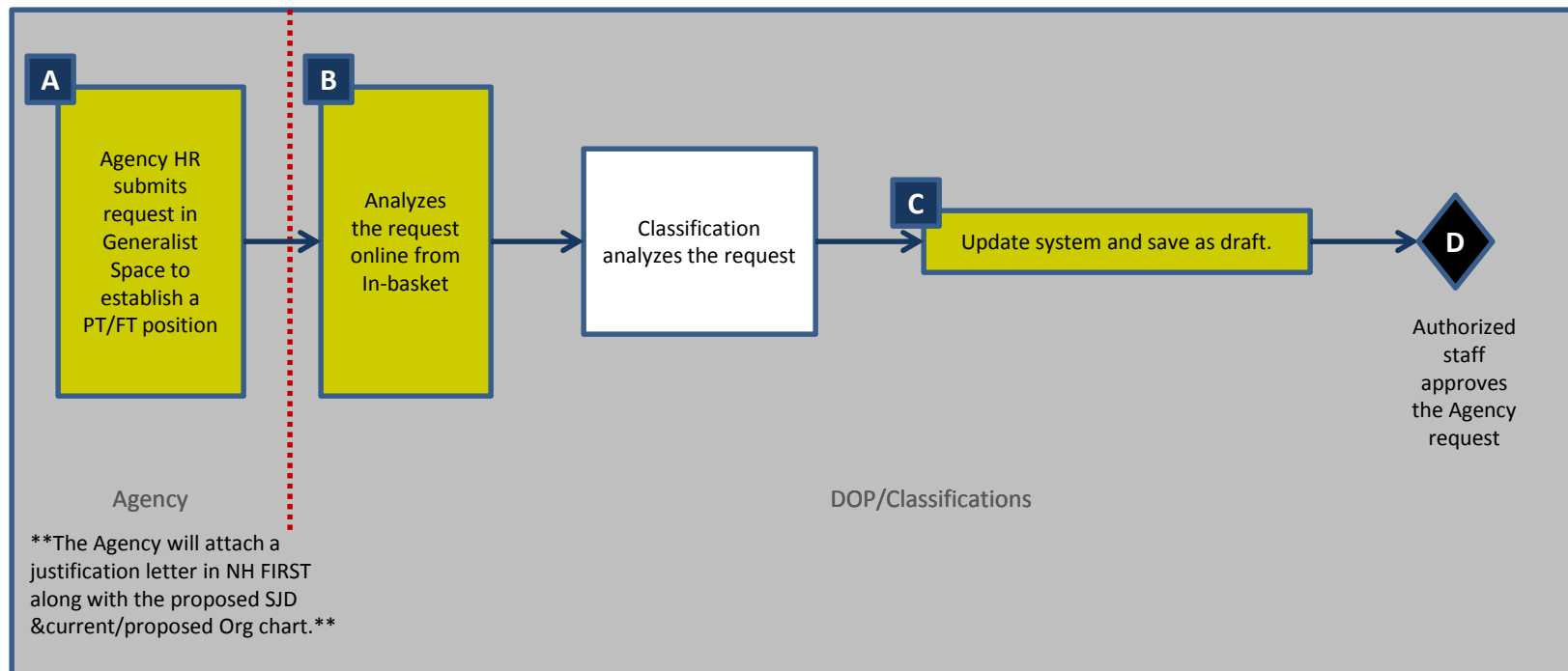- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

DRAFT – Subject to Change

22

Worksheet: Temporary Assignment Promotion/Demotion

NH FIRST Business Process Worksheet	
How do managers initiate a request for a new temp up/temp down today? How long does the process take? Who performs this task today?	How, and by whom, is the justification letter created and sent today with the request? How, and by whom, is the new SJD created and sent today with the request? How, and by whom, is the old and the new organization chart created and sent today with the request? Are they all done manually or electronically?
Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and position input?	How are rejections handled today? What is the process and how is it recorded?
Do you use paper forms for sign off today and can they be replaced by workflow tomorrow? Do you use 1 paper form today for multiple items or multiple signatures?	How will your program managers need to adjust their processes to use online forms?
Personnel Rule 901.09: Adjustment Due To Temporary Promotion	

NH FIRST Role Call	Responsibility	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Agency HR	
■ (B) Analyze Request	DOP	
◆ (C) 1st Approval	DOP	
■ (D) HR Admin	DOP	

Establish Temporary Position PT/FT

A

Agency HR submits request in Generalist Space to establish a PT/FT position

B

Analyzes the request online from In-basket

Classification analyzes the request

C

Update system and save as draft.

D

Authorized staff approves the Agency request

Agency

DOP/Classifications

The Agency will attach a justification letter in NH FIRST along with the proposed SJD &current/proposed Org chart.

Key:

- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

DRAFT – Subject to Change

24

Establish Temporary PT/FT

NH FIRST Business Process Worksheet	
How do managers initiate a request for a new 9TEMP position today? How long does the process take? Who performs this task today?	How, and by whom, is the justification letter created and sent today with the request? How, and by whom, is the new SJD created and sent today with the request? How, and by whom, is the old and the new organization chart created and sent today with the request? Are they all done manually or electronically?
Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and position input?	How are rejections handled today? What is the process and how is it recorded?
Do you use paper forms for sign off today and can they be replaced by workflow tomorrow? Do you use 1 paper form today for multiple items or multiple signatures?	How will your program managers need to adjust their processes to use online forms?

NH FIRST Role Call	Responsibility	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Agency HR	
■ (B) Analyze Request	DOP/Classification	
■ (C) Update Information	DOP/Classification	
◆ (D) 1st Level Approval	DOP/Classifications Manager	

Abolish or Un-Fund a Position

A — Agency HR submits request in to Abolish and/Un-Fund a position With attached documentation

B — Support staff verifies that the position is vacant.

Send to the Budget Office for notification of Abolish/Un-Fund a position.

C — Update the system and save as draft

D — Authorized staff approves the Agency request

Abolished/Un-Funded position-FDM has to adjust the budget figures (currently).

Agency | DOP/Classifications | Budget office | DOP/Classifications | DAS-FDM

ATTACHMENT PROCESS
- **Abolish through the legislature-** DOP/Classifications receives a hard copy list signed off by the Budget Office.
- **Abolish through an agency-** DOP/Classifications receives a PPF
- **Un-Fund through an agency-** DOP/Classifications receives a PPF

Key:
- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
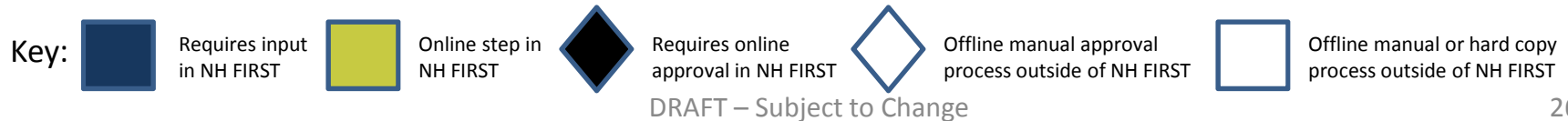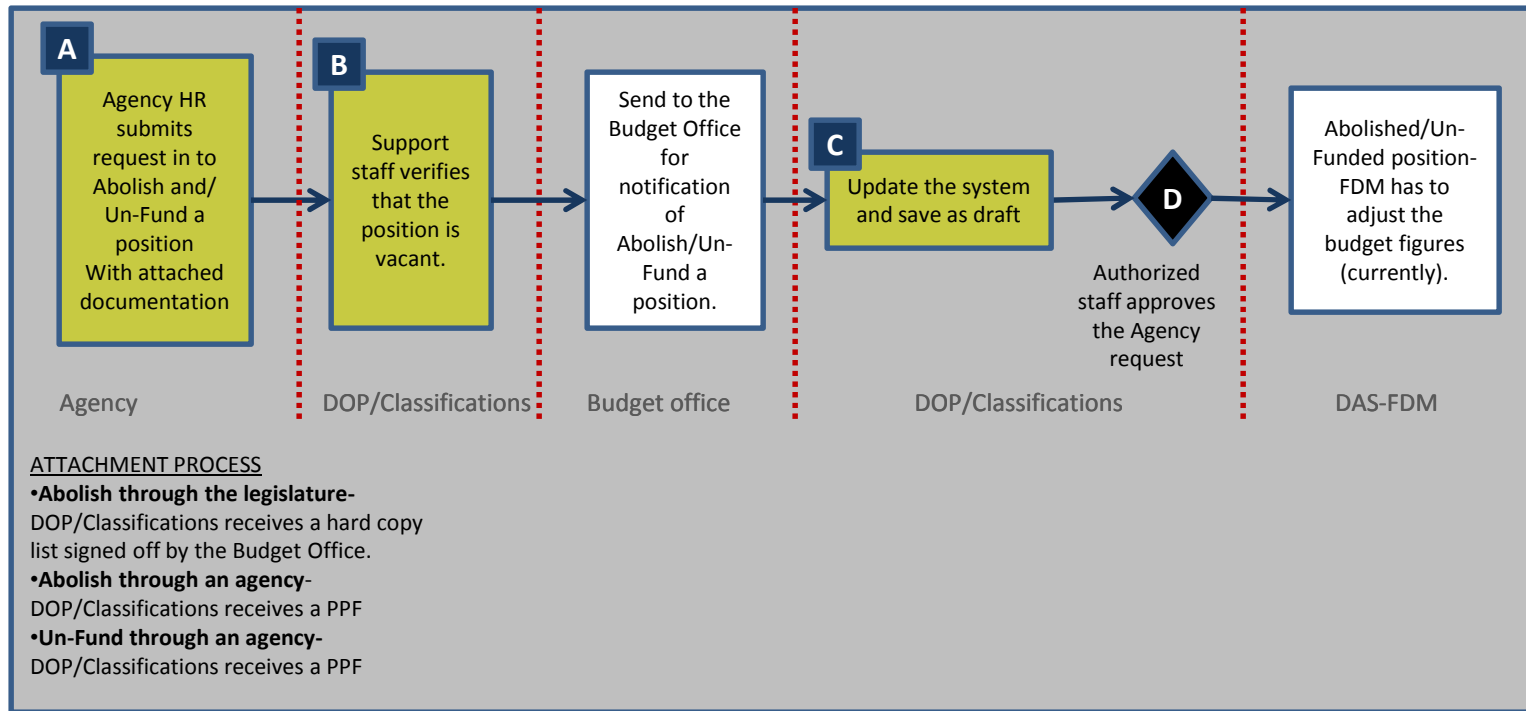- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

Worksheet: Abolish or Un-Fund a Position

NH FIRST Business Process Worksheet	
How do managers initiate a request to abolish and un-fund a position today? How long does the process take? Who performs this task today?	How are rejections handled today? What is the process and how is it recorded?
Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and position input?	How will your program managers need to adjust their processes to use online forms?
Do you use paper forms for sign off today and can they be replaced by workflow tomorrow? Do you use 1 paper form today for multiple items or multiple signatures?	

NH FIRST Role Call	Responsibility	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Agency HR	
■ (B) Verify Vacancy	DOP/Classification	
■ (C) Update Fields	DOP/Classification	
◆ (D) 1st Level Approval	DOP/Classifications Manager	

Change Confidential Status

The Agency will submit a request to the Manager of Employee Relations , DOP to change the Confidential status of a position

Classification support receives the approved request from Manager of Employee Relations via hard copy or electronic

A

Classification support staff updates the position Confidential status field **(Y/N)** with approved effective date

B

Authorized Staff Approves the Agency request

DOP/Employee Relations Manager

DOP/Classification

Key:

■ (dark blue square)	Requires input in NH FIRST
■ (green square)	Online step in NH FIRST
◆ (black diamond)	Requires online approval in NH FIRST
◇ (white diamond)	Offline manual approval process outside of NH FIRST
□ (white square)	Offline manual or hard copy process outside of NH FIRST

Worksheet: Change Confidential Status

NH FIRST Business Process Worksheet	
How do managers initiate a request to change Confidential status today? How long does the process take? Who performs this task today?	How, and by whom, does this request get to DOL to begin the request to change the HR confidential status?
Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and position input?	How are rejections handled today? What is the process and how is it recorded?
Do you use paper forms for sign off today and can they be replaced by workflow tomorrow? Do you use 1 paper form today for multiple items or multiple signatures?	How will your program managers need to adjust their processes to use online forms?
	How is the approval of this request communicated back to the agency today?

NH FIRST Role Call	Responsibility	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	DOP/Classification	
◆ (B) 1st Level Approval	DOP/Classification	

Intra-Agency Position Transfer

The Agency will attach a justification letter in NH FIRST along with the proposed SJD & current/proposed Org chart.

A Agency Manager enters transfer request in Manager Space

B Agency HR approves and routes to DOP for review/approval

C DOP reviews/approves transfer

Agency

DOP

Key:
- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

NH FIRST Business Process Worksheet	
The Agency Manager requests through Manager Space to transfer an employee within the agency. The Agency HR approves/rejects request. If approved, the request gets routed to DOP for final approval.	How, and by whom, is the manual approval process done today at your agency? When do you file the transfer paperwork, is it prior to the employee leaving your agency or perhaps interagency transfer? Do you use paper forms for sign-off today, and can they be replaced by workflow tomorrow? Do you use one paper form today for multiple items or multiple signatures?
	How are rejections handled today? What is the process and how is it recorded?
	Does your agency have multiple roles fulfilling HR input? Is there a segregation of duties associated to HR and Manger input?

NH FIRST Role Call	Responsibility	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Manager	
◆ (B) 1st Level Approval	Agency HR	
◆ (C) 2nd Level Approval	DOP	

Garnishment Process

Third Party/Agency

Agency HR receives order from institution to garnish employee wages. This is reviewed with employee and prepared for input in NH FIRST

Agency

A Agency HR enters garnishment data into PR26

Garnishment is filed in-house

B Verify against system data that correct garnishment amount is deducted in Payroll Admin PR14

BOA

C Approved garnishment is uploaded for payroll processing in PR140

NH FIRST

D Payroll processes gross-to-net calculations & feeds garnishment to AP520 process

E A/P processing issues payment to institution in AP20/52

Key:

| ■ Requires input in NH FIRST | ■ Online step in NH FIRST | ◆ Requires online approval in NH FIRST | ◇ Offline manual approval process outside of NH FIRST | □ Offline manual or hard copy process outside of NH FIRST |

NH FIRST Business Process Worksheet	Garnishment Process
The agency receives the garnishment order and it's reviewed to determine what type of garnishment it is (child support, tax levy, federal loan etc), how much is owed, whom the payment gets remitted to. Once the agency has examined the order the employee is notified, it is reviewed with him/her, and an expectation is set to when the deductions will begin.	What is the deadline when you must respond to the garnishment? If a percentage of wages is to be collected, is it based on gross wages or net wages? If gross, are any wages exempt from the calculation? If net, are any deductions exempt? Is it an ongoing deduction (such as child support) or is there a set amount that is owed? Can you allow the employee to negotiate an amount that suits him/her?

NH FIRST Role Call	Who will perform these Garnishment tasks in NH FIRST?	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Agency HR	
◆ (B) 1st Approval	BOA	

Absence/Leave Management

Leave Event

A Employee/ Manager Requests LOA via Employee/ manager Space

Employee/Manager

B1 If FMLA: Run Leave Eligibility Report Run report in S3 LP60

B Agency HR Approval

C Request Change Relationship to Organization

D Enter hours into S3 LP70 for FMLA plan

Agency HR

E Approval

DOP

Leave Return

F Request Change Relationship to Organization

G Adjust dates for employee if applicable

Agency HR

H Review Employee resource record dates for accuracy

DOP

Agency HR follow up with EE to track anticipated return dates

Leave reason codes:
Educational
Military
Without pay
Family and Medical Leave Act
(FMLA) Other

Key:

Requires input in NH FIRST	Online step in NH FIRST	Requires online approval in NH FIRST	Offline manual approval process outside of NH FIRST	Offline manual or hard copy process outside of NH FIRST
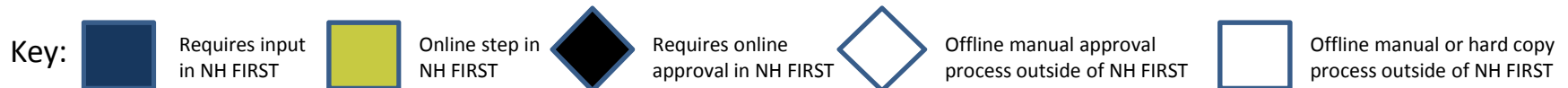
Worksheet: Absence Management

NH FIRST Business Process Worksheet	
The employee or employee's manger request leave via Employee Self Service. If the request is for FMLA, Agency HR runs a Leave Eligibility Report. If eligible, a request for Change Relationship to Organization is sent to DOP. Hours are entered into the LP70 for FMLA. If approved by DOP, employee status is changed to Leave, and Relationship to Organization is updated.	Who in Agency HR runs the Leave Eligibility Report?
NH FIRST Role Call	**Responsibility**	**Who will need to prepare to perform this step in NH FIRST?**
Leave Event		
■ (A) Originator Requestor	Employee/Manager	
◆ (B) 1st Level Approval	Agency HR	
■ (B) Request Change Relationship to Org.	Agency HR	
◆ (C) 2nd Level Approval	DOP	
■ (C) Employee status updated/Relationship to Org changed	DOP	
Leave Return		
■ (B) Request Change Relationship to Org.	Candidate	
◆ (C) 3rd Level Approval	DOP	

Employee Retirement

Employee: Intends to Retire 65+ or Medicare Eligible. Contacts NHRS

NHRS: Provides Pension Eligibility Counseling. NHRS Sends Pre App & Creditable Years of Service to DOP

DOP: DOP reviews Review Health Benefits Eligibility (age/yrs

DOP Submits paperwork to Agency HR

A

Agency: Agency HR follows termination process using reason coding appropriate to retirement in Generalist Space

B

DOP: DOP Approves

------ 30 to 90 Days -------

Key:

(dark blue square)	Requires input in NH FIRST	(yellow square) Online step in NH FIRST	(black diamond) Requires online approval in NH FIRST	(white diamond) Offline manual approval process outside of NH FIRST	(white square) Offline manual or hard copy process outside of NH FIRST

NH FIRST Business Process Worksheet	
The process for Retirement is a component of the termination process input into NH FIRST. The HR Administrator will use reason codes to determine what type of termination it is.	How, and by whom, is the manual retirement process done today at your agency?
	Online approvals will be used to move the retirement process from one approval to another, how will your managers need to change processes to accommodate this?
	Do you use 1 paper form today for multiple items or multiple signatures?

NH FIRST Role Call	Responsibility	Who will need to prepare to perform this step in NH FIRST?
■ (A) Originator Requestor	Manager/Agency HR	A34
◆ (B) 1st Level Approval	DOP	

A34   Needs to be updated with the additional DOP step in process.
DONE
Alexander.M.Stone, 9/26/2012

Payroll Administration Section

Agency Payroll Cycle: Close of Period to Pay Day

THU @ 11:59PM	F	S	S	M	TUE @ 7:00PM	Wed	Thu	Fri	S	S	Mon	Tue	W	T	F	Pay Day

Pay Period Ending Time/Leave Input

Time/Leave Approval & Pre-Audit of Time/Leave

Payroll Cycle: Agency Exception Processing + Pre Audit of Gross to Net

Payroll Production + Distribution of Employee Pay

A1 Employees input time & leave

B Supervisory Approval

C1 Agency payroll admin reviews time & leave

Time & Leave system uploads to payroll T @ 7:00PM

Review & Correction process will be run multiple time until DAS runs final gross to net.

2

Ongoing agency payroll admin

C2 Exception Deduction Changes input in PR39*

C3 Exception pay change Input in GHR*

C4 Exception Garnishment processing for employee in PR26*

C5 Agency Payroll Admin reviews inputs/ exception processing

D1 DAS runs Gross to Net PR140

Agency Payroll Admin reviews 1st gross to net on Register

Correct?

C Y / N

C Agency Payroll Admin certifies payroll

D3 DAS runs FINAL Gross to Net

D4 DAS issues payroll to employee and payments to vendors

D5 DAS updates reports

D2 DAS runs Gross to Net PR140

C6 Agency Payroll Admin inputs corrections

Direct Deposit ACH File Processed

* Ongoing Payroll Processes detailed on next pages.

Period End	+1			+4	+ 5 Time Card Upload	Pay Day -9	Pay Day -8	Pay Day -7			P -4	P -3	-2	-1	F

1   **3**   **4**

Key:

■ Requires input in NH FIRST	■ Online step in NH FIRST	◆ Requires online approval in NH FIRST	◇ Offline manual approval process outside of NH FIRST	□ Offline manual or hard copy process outside of NH FIRST

DRAFT – Subject to Change

Agency Payroll Cycle: GHRS/NH FIRST Deadlines
Black Circles refer to points on Process Map

System	Cycle/Purpose	Period Closed	Cycle Processing	Pay Day	
Current GHRS	**Biweekly Payroll** **Gross-to-Net Payroll Production for Employees** *Executive, Judicial & Legislative*	Every other Thursday	Friday, 8 days following Period Closed	**Friday, 15 days following Period Close**	
Current GHRS	**Supplemental Payroll** <u>For Corrections & Additions</u> *Off-Cycle Gross-to-Net Production Runs*	Same as above	**2 off-cycle runs:** Monday & Tuesday 11/12 days following Period Close – *3/4 days following full payroll.*	Same as above	
NH FIRST	<u>*Preliminary* **Payroll**</u> Gross-to-Net <u>for Calculations</u> *Executive, Judicial & Legislative* **NOTE:** *a preliminary run uses payroll data input to calculate results but does not produce actual payments. Correction require no void/reissue steps.*	Same as above	**②** **6 off-cycle runs:** Twice per day for 4 business days days prior to Gross-to-Net Payroll Production Beginning on Wednesday 6 days after Period Close: Wednesday +6, Thursday +7, Friday +8	**Friday, 15 days following Period Close**	Used to identify results to be produce in Payroll Production and to input corrections and additions <u>prior to</u> final Payroll Production cycle
NH FIRST	**Biweekly Payroll** **Gross-to-Net Payroll Production for Employees** *Executive, Judicial & Legislative*	**①** Same as above	**③** Monday, 11 days following Period Close – 4 days prior to Pay Day	**④** Same as above	

General Ledger Payroll Expense accounting Labor Cost/Expense Distribution

- Every State position in GHRS is assigned a home accounting unit based on the appropriation containing the position in the state budget.

- Agencies routinely need to distribute payroll expenses to other accounting units in the GL.

- **Using GHRS, the state has relied on a few methods** to accomplish this:
  - Rely on employee reporting and have the <u>back office manually input accounting overrides</u> each payroll cycle for pay events related to alternate accounts – <u>employees have no access to GHRS</u>
  - Rely on employee reporting and set up unique GHRS pay codes for <u>manual input by back office</u> whereby the pay code is configured with alternate accounting details – <u>eliminates need for intensive overrides but still requires manual input</u>
  - Rely on employee reporting, process payroll with expenses posted to the home accounts, and then use employee reporting to process transfers of expenses in GL after the payroll cycle – <u>sometimes the post-payroll back office accounting is a rapid cycle and sometimes it lags quite a while.</u>

- **Lawson offers a more versatile set of methods** by which agencies can distribute payroll expenses while also maintaining discrete controls at multiple levels.

Process to Determine Correct Method for Agency GL Overrides to Payroll

A	Agency HR/P Admin
B	Employee/Manager

C	DAS – DOP – BOA
D	Agency Fiscal Admin

Is GL override fixed for Calendar or Fiscal Year? —No→ **Does the payroll require different rate or GL?** —No→ **Does EE Report Hours Coded for GL?** —No→ **Is GL override an ongoing % split?** —No→ **Is a GL override very rare?**

Yes ↓ (each)

A D

Change the Default GL for Payroll Accounting to Position or EE

Back Office
1:1 – Budget: GL

1. Position Default:
Rely on
NH FIRST
(Position)

2. Employee Default:
Rely on
NH FIRST
GHR (Employee)

B

Use the EE Timecard w/Pay Code to invoke GL override

Employee/Manager or Back Office Proxy Unique Pay Code 1:1 – Pay Code: GL

Approved Timecard Uploads GL Distribution

3. Pay Code Override:
Rely on
NH FIRST
PR20.4 (Pay Code)

Use the EE Timecard w/Activity Code, Account Category or GL Company, Accounting Unit, Account, Sub-Account to invoke override

Employee/Manager or Agency Payroll Admin
1:1
1 to Many
Many to 1
Approved Timecard invokes GL Distribution
a.via Activity Code
b.via Cost Center AU

B

A

4a. Batch Time Entry:
Rely on
NH FIRST
Time Management or PR35.2 (Time Entry)
4b. Current Time Entry:
Rely on
NH FIRST
PR36 (Time Record Entry)

A D

Create an Ongoing Alternate GL Distribution for Position or Employee

Back Office
1 to Many
Ongoing Payroll GL Override (if used for a one-time override, it must be removed)

5a. Position Distribution:
Rely on
NH FIRST
PR23.3 (Position)

5b. Employee Distribution:
Rely on
NH FIRST
PR23.1 (Employee)

D

Process a GL40 Transfer Expense after payroll production.

Back Office Correction

6. Adjusting Entry:
Rely on
NH FIRST
GL40

Employee self Service

New Hire Self Service

New Hire Enrolls In Benefits via Self-Service

A Employee chooses New Hire Bookmark → **B** Employee chooses benefits → **C** Employee adds dependents using "Personal Information" bookmark → **D** Employee chooses Medical, Dental and Flexible Spending accounts → **E** Employee reviews new benefits elections and prints benefits statement → **F** Employee clicks on "continue" and receives confirmation screen → **G** Employee enters primary care physician

Employee

New Hire Enters Personal Data via Self-Service
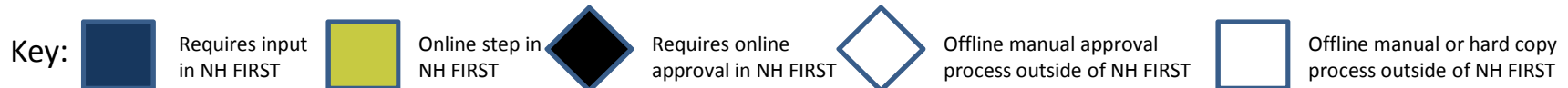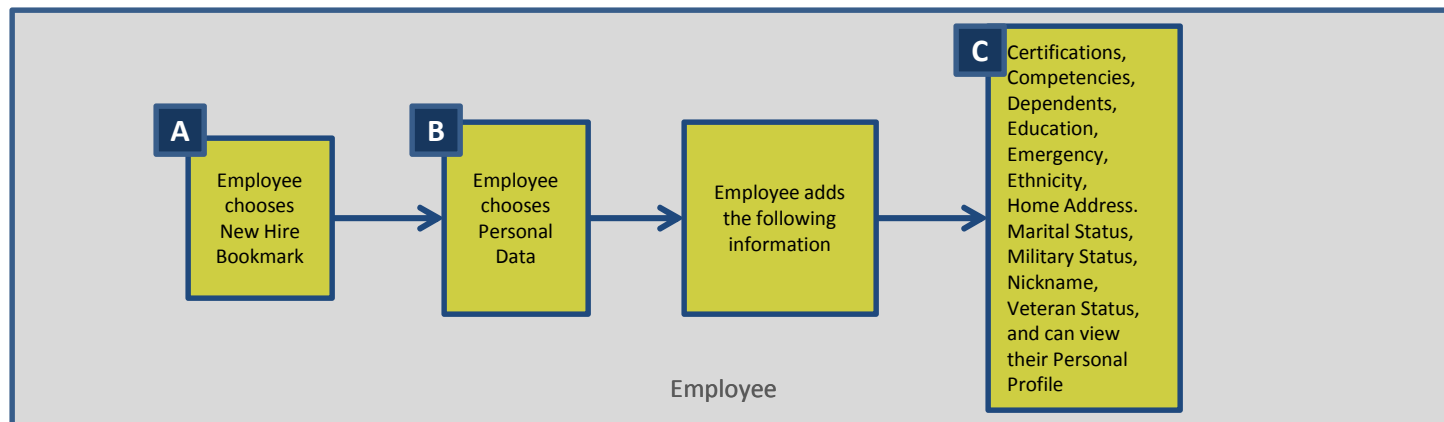
A Employee chooses New Hire Bookmark → **B** Employee chooses Personal Data → Employee adds the following information → **C** Certifications, Competencies, Dependents, Education, Emergency, Ethnicity, Home Address, Marital Status, Military Status, Nickname, Veteran Status, and can view their Personal Profile

Employee

Key:

■ (dark blue)	Requires input in NH FIRST	
■ (yellow-green)	Online step in NH FIRST	
◆ (black diamond)	Requires online approval in NH FIRST	
◇ (white diamond)	Offline manual approval process outside of NH FIRST	
□ (white box)	Offline manual or hard copy process outside of NH FIRST	

New Hire Completes Payment Setup via Self-Service

A Employee chooses New Hire Bookmark → **B** Employee chooses Payment Setup → **C** Employee adds direct deposit account(s) and tax withholding → **D** Employee verifies direct deposit and tax withholding

Employee

New Hire Can View Work Information via Self-Service

A Employee chooses New Hire Bookmark → **B** Employee chooses Work Information → **C** Employee can view their job profile, org chart, phone book, policy manual and work phone number/e-mail

Employee

Key:
- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

Life Event processing

Change Employee Benefits/Deductions
Outside of Open Enrollment

Life Event

Employee experiences life event	**A** Employee logs into Employee Self Service and chooses type of event
	B Employee adds or removes any dependents using "Personal Information" bookmark
	C Employee modifies Medical, Dental and Flexible Spending accounts
	D Once complete employee reviews new benefits elections and prints benefits statement
	E Employee clicks on "continue" and receives confirmation screen that elections have been sent to Health Benefits Representative for review
	Employee submits documentation to Agency HR

F — Agency HR reviews/ approves change
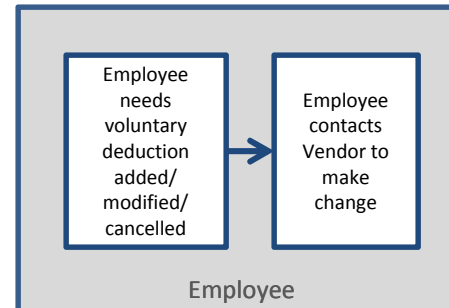
Employee | **Agency HR**

ESS Available Live Event Examples:

- Birth/Adoption
- Marriage
- Divorce/Legal Separation
- Move

Voluntary Deduction

Employee needs voluntary deduction added/ modified/ cancelled → Employee contacts Vendor to make change

Employee

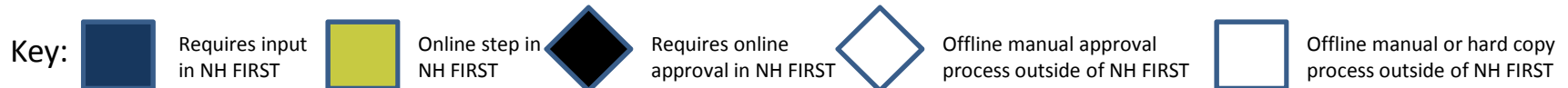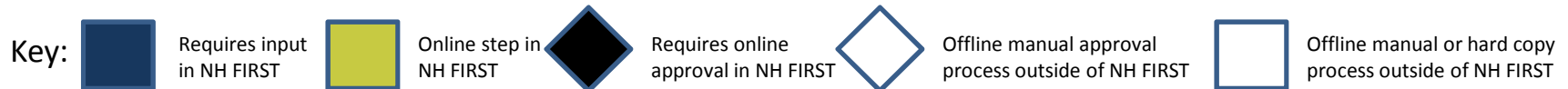**Voluntary deduction changes Examples:**

- Additional Life Insurance (Plans 2-8)
- Unique College Plan
- 457 Deferred Compensation
- Short Term Disability
- Critical Illness Insurance
- Accident Insurance
- NHRS Additional Pension Contribution

Key:

■ (dark blue)	Requires input in NH FIRST
■ (yellow)	Online step in NH FIRST
◆ (black diamond)	Requires online approval in NH FIRST
◇ (white diamond)	Offline manual approval process outside of NH FIRST
☐ (white square)	Offline manual or hard copy process outside of NH FIRST

DRAFT – Subject to Change

New Hire or Rehire <1 year and
Open Enrollment Benefits Enrollment

Existing employee or New hire is interfaced from Talent Management to NH FIRST and does not have access to ESS. Agency HR Collects manual benefits enrollment form and documentation from employee for enrollment.

Agency HR validates enrollment or change

A
Enroll new employee in benefits using BN31.2 or perform open enrollment event on behalf of employee using BN31.2

B
Add dependent (s) to benefits. Open HR13.1 Dependent form.

Agency

Key:
- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
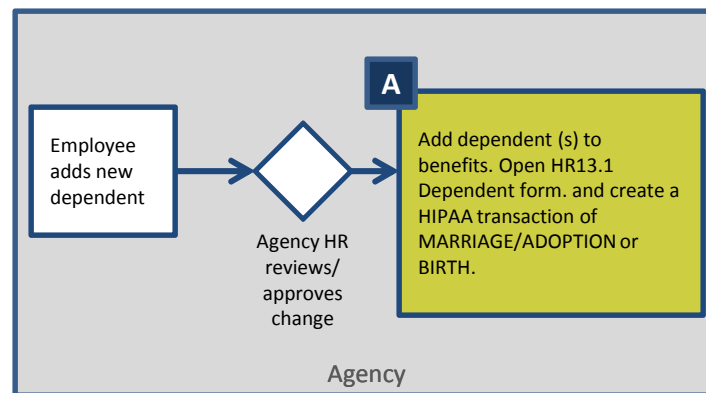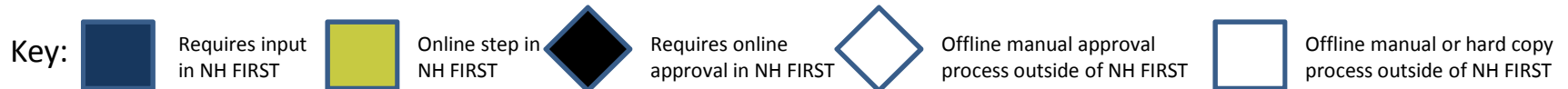- Offline manual or hard copy process outside of NH FIRST

DRAFT – Subject to Change

Employee adds Dependent due to Marriage, Adoption or Birth

Employee adds new dependent

Agency HR reviews/ approves change

A

Add dependent (s) to benefits. Open HR13.1 Dependent form. and create a HIPAA transaction of MARRIAGE/ADOPTION or BIRTH.

Agency

Key:

- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST
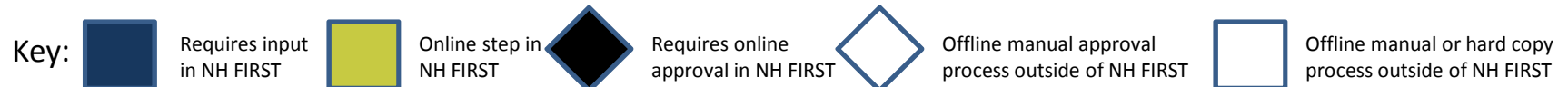
DRAFT – Subject to Change

Employee Divorces or Legally Separates – Stop Benefits

Employee wants to delete benefits coverage for dependent spouse due to Divorce or Legal Separation.

Agency HR reviews/ approves change

A Use the BN 13.3 to stop dependent benefits using effective date of change and create a HIPAA transaction of Divorce or Legal Separation.

Agency

Key:

- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

Employee or Dependent
Loss of Other Coverage – Enroll in Benefits

Employee and/or dependent with coverage previously under another person (example: spouse covered), loses coverage and requests to enroll in NH FIRST benefits.

A — Agency HR reviews/ approves change

A — Enroll employee benefits if needed. BN31.2

B — Add dependent benefit enrollment. Open HR13.1 Dependent form.

Agency

Key:

- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

DRAFT – Subject to Change

Employee or Dependent Gains
Access to Other Coverage – Stop Benefits

Agency

Employee or dependent gains access to other coverage (example: spouse gets a job with benefits or dependent gets job with benefits) and wants to stop benefits. End date benefits.

Agency HR reviews/ approves change

A
Use the BN 31.2 to stop benefits using effective date of change.

B
Use the BN 13.3 to stop dependent benefits using effective date of change and create a HIPAA transaction of OTHERCOVR.

Key:

- Requires input in NH FIRST
- Online step in NH FIRST
- Requires online approval in NH FIRST
- Offline manual approval process outside of NH FIRST
- Offline manual or hard copy process outside of NH FIRST

DRAFT – Subject to Change